

## Washington State Medical Assistance Administration (MAA)

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### Survey Instruments and Purpose

<b>Survey Instruments</b>	CAHPS Health Plan Survey
<b>Version/Population</b>	Medicaid – Adult and Child
<b>Languages</b>	English, Spanish
<b>Additions/Changes to Instruments</b>	Additional questions: <ul style="list-style-type: none"> <li>Washington State MAA adds 8 questions</li> <li>Each plan can add 8 additional questions</li> </ul>
<b>Purpose of Project</b>	<ul style="list-style-type: none"> <li>Meet regulatory requirements</li> <li>Publish yearly consumer report</li> </ul>

### Survey Administration

<b>Administered Since</b>	1997/1998; administered every other year (adult survey one year, alternating with children/children with chronic conditions survey in the other year).
<b>Administration Mode</b>	Mail.

### Uses of Survey Results

<b>Reporting</b>	MAA requires health plans to fund their individual survey projects. MAA then compiles all plans' data into a public, consumer-friendly report, which it includes in its member enrollee packets. The consumer report and CAHPS data are also used in their External Quality Review Technical Report, a federal requirement that will be produced this year for the first time). The MAA will also share this regionally with stakeholders and regulatory entities.
<b>Quality Improvement</b>	Plans implement QI projects depending on CAHPS findings.
<b>Marketing/Publicity</b>	